

VICTIM SERVICES COUNSELOR

DISTINGUISHING FEATURES

The fundamental reason the Victim Services Counselor exists is to support the multi-disciplinary city and community entities housed in the Northeast Family Advocacy Center and provides on-site victim advocacy and counseling services at the Northeast Family Advocacy Center. This classification is not supervisory. Work is performed as a function of the Victim Services Division and the Victim Services Counselor works under general supervision by the Victim Services Manager. The Victim Services Counselor is distinguished from the Senior Victim Advocate by the higher level of complexity of the caseload as well as the ability to deliver counseling services.

ESSENTIAL FUNCTIONS

Maintains a comprehensive knowledge base about statutory victim rights including any legislative changes to victim rights statutes.

Delivers in-person victim rights services to victims of domestic violence, sexual assault, child abuse, elder abuse and other violent crimes.

Educates victims about investigative processes including medical/ forensic examinations, and the misdemeanor and felony prosecution processes, as appropriate.

Provides individual, family and group counseling services to children, adolescents, adults and families who are dealing with trauma issues related to being a victim of a violent personal crime(s).

Serves as a mentor for graduate level student interns.

Analyzes victim needs in securing community resources and referrals.

Escorts victims to Scottsdale municipal court hearings when necessary.

Coordinates investigation-related activities as requested by the victim and/or any participating Advocacy Center service provider.

Maintains positive, interactive working relationships with all multi-disciplinary entities housed in the Advocacy Center.

Acts as a liaison between victims and: detectives, prosecutors, probation officers, CPS staff and APS personnel.

Engages in ongoing professional training and development in order to maintain high quality victim services skills.

MINIMUM QUALIFICATIONS

Knowledge, Skills, and Abilities

Knowledge of:

The misdemeanor and felony criminal justice systems with an emphasis in Crime Victim Rights.
The impact of trauma on child and adolescent development; dynamics of incestuous families;
sexual assault issues including date/acquaintance rape; and awareness about the unique issues
facing elderly persons.

The benefits and purpose of community based victim advocacy centers.

Therapeutic intervention skills that facilitate the stabilization and healing processes of primary and
secondary victims of trauma.

Word processing and a variety of computer software, in particular Microsoft Office software.

Statistical record keeping.

Ability to:

Work collaboratively with police and medical personnel, CPS and Adult Protective services and
other community agencies as required and necessary to provide comprehensive victim advocacy
services.

Effectively manage cases.

Facilitate individual, group and family therapy with diverse populations.

Mentor and support graduate level student interns.

Utilize an automated statistical tracking system and keep accurate, professional case notes.

Communicate professionally and effectively both verbally and in writing with diverse populations.

Translate both orally and in writing Spanish/English preferred.

Coordinate visual and muscular dexterity to enter data or information into a terminal, PC or other
keyboard device; operates a variety of standard office equipment including a computer terminal, a
variety of computer software, telephone, copy and fax machine requiring continuous and
repetitive arm, hand and eye movement.

Write effectively and produce written documents with clearly organized thoughts using proper
sentence construction, punctuation and grammar.

Establish and maintain effective working relationships with co-workers, supervisors and the
general public.

Handle stressful situations.

Maintain regular consistent attendance and punctuality.

Education & Experience

Requires a Bachelor's degree in social work, psychology, criminal justice or related field.

A Masters degree and professional certification from the AZBBHE is highly desirable. Must have
a minimum of 4 years of direct social service and case management experience that includes
working with: crime victims, children, adolescents, adults, families, posttraumatic stress and grief.

FLSA Status: Exempt

HR Ordinance Status: Unclassified